

# Conflict resolution with High Conflict Individuals



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# Types of Conflict



# Tiers



- 🌿 Yourself
- 🌿 The dynamic
- 🌿 The greater situation

# High Conflict Person



- 🐉 A person whose behaviour increases the conflict



# Impulse Control



# Stress Reduction





# Addressing Anger



# Addressing Anger



- 1) Patrick sat staring at the desk in front of him. He refused to acknowledge the approach of others around him. He let out a deep sigh and mumbled “It’s nothing.”
- 2) Sabrina waived her arms around, her hands making a fist. She screamed at her colleagues “What do you mean I have to take more language lessons?”
- 3) Catherine massaged her temples. She rolled her head from side to side. “How can there be more hoops to jump through for the process to be complete?” she asked.

# Addressing Anger



- 🐣 In front of his colleagues, James expressed outrage at an internal policy.
- 🐣 Farah shouted when the outreach worker explained the difference between co-op housing and a shelter.
- 🐣 Sunjit complained forcefully to the case worker's manager that the funds he needed weren't available.

# Sulking



# Sulking



- 💡 1) Sandra sighed deeply and looked away as she learned she had to redo some of her university to have her degree recognised.
- 💡 2) Henry wouldn't return your phone calls when you called him regarding an entry-level internship.
- 💡 3) Violette didn't show up for an appointment with her legal counsel and didn't sign documents that she needed to.

# Review



- 🌱 Remain in control of yourself first – impulse control
- 🌱 Set professional boundaries to manage stress
- 🌱 Make observations to calm an angry person
- 🌱 Be curious when someone sulks

# Thank you



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